

From: Sent: Friday, August 10, 2007 Richard Pecor
To: Bonny Mertsock
Cc: Sherry Labarge, Sharon Osier
Subject: Verizon White Pages

Hello,

The new Verizon White Pages directory arrived today and my worst suspicions are confirmed. The listings for the Town of Colchester are totally incorrect.

We had all worked diligently on the listings and provided what we had felt was a fairly simple grouping of new 264 numbers per department and the numbers that will be retained as MB lines in areas outside our campus.

We also stressed many times that the old listings should be removed and our new list substituted.

What is in the new directory are only the 264 numbers minus the MB lines. In addition the old listings are still intact but minus key players like the Town Library and Senior Center which do not appear anywhere in the directory. Most amazing is the appearance of a listing for the Town Clerk on Main Street, a location it has not been at for 20 years??

I am at a loss to explain, after all our work on this, how the listings can be so horribly wrong? Where is the breakdown of communications? We are now looking at the expense of advertisements in our local papers and possibly printing refrigerator magnets so at least townspeople can make some sense of our numbering scheme. The directory is total gibberish.

Do you have a contact name in Idearc? I'm sure they are well insulated since we could never call them in the first place but we need to have some assurance that this issue can be fixed and that another directory does not come out in 2008 that is also useless.

Dick Pecor

Richard Pecor
Communications Project Mgr.
Town Of Colchester

To: rpecor@verizon.net
From : avoegele@town.colchester.vt.us

Dick: I think Verizon should offer to pick all the expenses to keep Colchester residents and visitors informed of the Town's (new) listings on a continuous basis until the new directories are published. 17,200 people should not have to endure the problems associated with the Verizon's negligence when trying to reach Town or School District offices. The best solution would be for

Verizon to issue a new phone book within 30 days. If the Town receives no satisfaction from Verizon, the Town must let the public know of its new phone numbers. In all the mediums we use to convey this information the Town must also let the public know of Verizon's irresponsibility in this matter. Finally, if the Town does not receive satisfaction from Verizon, I will have the Town Attorney follow-up with the Public Service Board.

Al

Albin D. Voegele
Town Manager
Town of Colchester, VT
P.O. Box 55
Colchester, VT 05446
Tel: 802-264-5501

From: manchester.ebs@verizon.com
Sent: Monday, August 13, 2007
To: avoegele@town.colchester.vt.us; slabarge@town.colchester.vt.us
Subject: RE: Verizon White Pages

Good afternoon,

I have looked at the listings for the caption for Colchester, Town of in the Burlington directory. When looking at the listings for the Town departments I noticed that all the lines are for 802 264 numbers. When I tried to research the orders for this it seems that you are with another provider then Verizon. Unfortunately, that means that the company would have to submit the listing orders to our wholesale department for processing.

The Burlington directory closed in April, but the orders were not entered/requested until May. It seems that is why they were not updated in time for the directory.

I apologize, but since you are with another local provider for your phone service it would be their responsibility to get the changes to the wholesale department in the proper amount of time for the changes to be done.

Take care,
Cassandra
VPS Customer Care
Tel 1-800-884-9825
Fax 1-877-875-6199
Email manchester.ebs@verizon.com

[Return to Comments page](#)